

P19115.A08



#8/A
JMK
3/23/04

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Applicants : Robert R. BUSHEY et al.

Group Art Unit: 2642

Appl. No. : 09/578,723

Examiner: W.J. Deane, Jr.

Filed : May 26, 2000

For : METHOD TO IDENTIFY AND CATEGORIZE CUSTOMER'S GOALS
AND BEHAVIORS WITHIN A CUSTOMER SERVICE
CENTER ENVIRONMENT

RESPONSE UNDER 37 C.F.R. §1.111

Commissioner for Patents
PO Box 1450
Alexandria, VA 22313

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SEP 24 2003

Technology Center 2600

Sir :

In response to the Official Action of June 23, 2003, in which a three-month shortened statutory period for response was set to expire on September 23, 2003, Applicants respectfully request reconsideration and withdrawal of the outstanding rejections and an indication of the allowability of each of the claims pending in the present application, in view of the herein-contained amendments, new claims and remarks.



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Intellectual Property Causes
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2642

In re application of Robert R. BUSHEY et al.

Attorney Docket No. P19115
Mail Stop Non-Fee

Serial No. : 09/578,723

Group Art Unit: 2642

Filed : May 26, 2000

Examiner: W. J. Deane, Jr.

For : METHOD TO IDENTIFY AND CATEGORIZED CUSTOMER'S GOALS AND
BEHAVIORS WITHIN A CUSTOMER SERVICE CENTER ENVIRONMENT

Mail Stop Non-Fee
COMMISSIONER FOR PATENTS
P.O. Box 1450
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Sir:

Transmitted herewith is an Amendment under 37 C.F.R. 1.111 in the above-captioned application.

- ☐ Small Entity Status of this application under 37 C.F.R. 1.9 and 1.27 has been established by a previously filed statement.
- ☐ A verified statement to establish small entity status under 37 C.F.R. 1.9 and 1.27 is enclosed.
- ☐ A Request for Extension of Time.
- ☒ No Additional Fee.

The fee has been calculated as shown below:

Claims After Amendment	No. Claims Previously Paid For	Present Extra	Small Entity		Other Than A Small Entity	
			Rate	Fee	Rate	Fee
Total Claims: 15	24	0	x 9=	\$	x 18=	\$0.00
Indep. Claims: 3	5	0	x 42=	\$	x 84=	\$0.00
Multiple Dependent Claims Presented			140=	\$	+280=	\$0.00
Extension Fees for Month				\$		\$0.00
Total:				\$	Total:	\$0.00

*If less than 20, write 20

**If less than 3, write 3

Please charge my Deposit Account No. 19-0089 in the amount of \$_____.

N/A A Check in the amount of \$_____ to cover the filing /extension fee is included.

☒ The U.S. Patent and Trademark Office is hereby authorized to charge payment of the following fees associated with this communication or credit any overpayment to Deposit Account No. 19-0089.

☒ Any additional filing fees required under 37 C.F.R. 1.16.

☒ Any patent application processing fees under 37 C.F.R. 1.17, including any required extension of time fees in any concurrent or future reply requiring a petition for extension of time for its timely submission (37 CFR 1.136)(a)(3).

Bruce H. Bernstein
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Reg No. 29,027

P19115-3030